



Change History Log:

December 17, 2001

In Response Reply to: 02EDU0061

Department of Education
Student Financial Assistance
Carol Seifert
Contracts Office Technical Representative

Subject: Contract # ED-99-DO-0002
Task Order # 77.5 Consistent Answers for Customers
Deliverable 77.5.1: Define Interim Improvement Opportunities

Dear Ms. Seifert:

Enclosed is the **Consistent Answers for Customers deliverable for 77.5.1** that is required by the subject task order. Attached are suggested changes from the reviewers. Future revisions are not planned, but the document will be updated as appropriate.

ACCENTURE, LLP

Deliverable 77.5.1 Define Interim Improvement Opportunities					
Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment
Executive Summary		Domergue	12/17/01	Y	Dena Bates requested an executive summary for the deliverable
Date Change	All	Domergue	12/17/01	Y	Dena Bates requested the deliverable reflect the presentation date to Steering Committee
Table Clarification	IVR-11	Domergue	12/17/01	Y	Dena Bates requested that the table on pg 11 have a more definitive title and explanation
Table Clarification (pt 2)	IVR-11	Domergue	12/19/01	Y	Dena Bates requested and additional note on pg 11